

Duties & Responsibilities of the Post Telephone Operators

1. To operate an Electronic Telephone Console, responsible to answer, screen and route all incoming calls, relay incoming, outgoing and interoffice calls appropriately, receive and respond to emergency calls and other communications, monitor alarms and to respond according to prescribed protocols.
2. Respond to all hospital emergencies (such as fire bells, code-blues, house-staff, abductions) by notifying appropriate personnel and monitoring progress, following established protocols.
3. To call physicians and other hospital personnel as appropriate and as prescribed by established protocols.
4. Channels incoming and outgoing telephone calls, provide patients room number and directs phone numbers to callers as requested.
5. Expedite calls by using speed dialling, beepers or voice paging as required.
6. Receive programs and monitors the assignment of cell phones.
7. Receive complaints of telephone equipment failures and trouble shoots problems. To inform vendor for repairs, maintains log book for the occurrences.
8. Updates telephone directories as necessary, to maintain complete and accurate information / listings.
9. Other than above, to perform duties as directed by Supervisor and I/c Telephone Exchange / Superiors.



Sh. Sunil Tyagi
Bearer, RMLH Union


18/10/18

Sh. Satish Parashar
Gen. Secretary, RMLH Union



Dr. S. Bhargava
CMO(SAG) & I/c Tel. Exchange


12.10.18

Dr. R.C. Vashishtha
CMO(SAG) & Vigilance Officer


Dr. A.K. Goila
Addl. M.S. & Chairman (RRC)

Approved by:


Dr. V.K. Tiwari
Medical Superintendent & Director

Dated, the October, 2018